

Program Supervisor

Dept: Day Reporting Center

FLSA Status: Non-Exempt

General Definition of Work

Performs difficult skilled human support work training and supervising case managers, support staff and program participants, building effective community and agency relationships, managing program effectiveness and safety, and related work as apparent or assigned. Work is performed under the limited supervision of the Day Reporting Center Executive Director. Divisional supervision is exercised over all personnel within the division.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Assigns case load, directs, supervises and evaluates Case Manager I and administrative staff.
- Develops and implements specialized training for staff and participants.
- Works in coordination with the Director in maintaining open communication lines with staff, probation officers, court counselors, judges, attorneys and court personnel.
- Coordinates client transportation.
- Coordinates and assists with urinalysis screenings and recording results of participants.
- Engages the community in programs by speaking and promoting services.
- Assists with the development of progress reports for court on program participants.
- Attends juvenile court sessions and testifies as to participants compliance with court ordered conditions.
- Represents agency at various meetings.
- Monitors the work of subordinate staff through case reviews, conferences and information discussion to ensure compliance with operational standards and policies.
- Ensures policies, rules and regulations are followed.
- Participates in the selection process of new employees, performs employee evaluations, schedules staff and supervises program activities.
- Prepares and maintains annual Program Agreements and various reports.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of individual and group counseling techniques; thorough knowledge of supportive counseling skills; thorough knowledge of substance abuse treatment strategies; thorough knowledge of consumer assessment techniques; thorough knowledge of case management activities; thorough knowledge of crisis intervention; thorough skill collecting and recording data; thorough skill facilitating individual and group counseling with substance abuse consumers; thorough skill in completing assessments and treatment plans; general skill in interviewing and assessing needs treatment; ability to supervise and evaluate others; ability to work as a team member; ability to maintain consumer confidentiality and protect human rights; ability to establish and maintain effective working relationships with associates, participants and the general public.

Education and Experience

Associates/Technical degree with coursework in human services, criminology, substance abuse, criminal justice, or related field and one to three years experience working in criminal justice, juvenile justice programs, or equivalent combination of education and experience. Bachelor's degree preferred.

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Physical Requirements

This work requires the occasional exertion of up to 100 pounds of force; work frequently standing, walking, sitting, speaking or hearing, using hands to finger, handle or feel and reaching with hands and arms and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling, lifting and repetitive motions; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to outdoor weather conditions and occasionally requires exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

- CPR/First Aid certification.
- Gang training certification.

Competencies

Leading with Integrity: Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

Negotiation Skills: Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

Managing Customer Focus: Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

Quality Management: Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

Team Leadership: Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

Change Management: Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

Managing People: Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

Program Supervisor

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date